

### Abstract of the Disclosure

5 In a communications network environment, a distributed software  
application for monitoring terminal and device capabilities of agents  
operating on the network and rendering data results of the monitoring to  
subscribing routing applications is provided. The software application  
comprises a first portion of the software for collecting and sending data  
10 about terminal and device capabilities of the target agents and a second  
portion of the software for receiving the capability data and for presenting  
the data in usable form to the subscribing routing applications.